

Help at Boston Logan

Telephones

Call Toll Free 1-800-23-LOGAN

From any pay phone in the terminals and parking facilities, simply dial:

***23 (V)**

***24 (TTY Text Telephone)**

Public Service Representatives are available from 7am - 12 midnight by pressing "0" during the message.

Airline Sky Caps check baggage curbside at the Departures Level.

Airline Passenger Service Assistants

Assist customers with disabilities from the curb to the aircraft. Ask the Sky Cap or airline personnel at ticket counters for a Passenger Service Assistant.

In Flight, remind your Flight Attendant of the assistance you will need when you arrive at the gate. For additional assistance at the terminal, please see an Airline Representative.

Public Information Booths are located near baggage claim on the Arrivals Level in all terminals. Public Service Representatives are available to provide information about accessible ground transportation, parking, and terminal services. TTY's are available at all Information Booths. For hours of operation call:
1-800-23-LOGAN
1-800-262-3335 (TTY Text Telephone).

Terminal Directories located throughout the airport identify locations of accessible services and facilities for each terminal.

In case of emergency, contact Massachusetts State Police: **617-567-2233**

TTY's (text telephones) are available at most public phone banks throughout the airport and at Public Information Booths in the baggage claim areas of each terminal.

The **Massachusetts Relay System** serves voice and TTY callers at:
1-800-439-0183 (V)
1-800-439-2370 (TTY Text Telephone)

All Public Telephones are equipped with amplifiers and are hearing aid telecoil compatible.

Wheelchair Accessible Telephones are available throughout the airport.

Hotel Courtesy Phone Boards are located in baggage claim areas of all terminals. They provide direct-line connections to hotels and TTY connections to the Massachusetts Relay System.

Accommodations

Accessible Restrooms and Family Restrooms are located in all terminals.

Elevators are available in all garages and terminals.

Service Animals are allowed throughout the airport. Animal Relief Areas are located outside the lower level at all terminals.

Audio Visual Fire Alarms are located throughout the airport.

Automated External Defibrillators are available throughout the airport.

Getting To And From Boston Logan

Logan Express Buses are all wheelchair lift-equipped and operate every 30-60 minutes. To guarantee efficient service, call 24 hours in advance.

For Braintree and Woburn service, call Paul Revere Transportation: **1-617-889-5899**

For Framingham service, call Fox Bus Lines: **1-800-342-5998**

For Peabody service, call McGinn Bus Company: **1-781-592-0100**

MBTA Airport Station is wheelchair accessible. Massport Shuttle Buses provide regular service between MBTA Airport Station and all terminals. For information call **1-800-23-LOGAN** or visit any Public Information Booth at Boston Logan.

MBTA Silver Line is wheelchair accessible and serves all Logan terminals, South Boston's Seaport District and South Station. Visit **www.massport.com**

Accessible Taxis are available at the airport. Ask the Ground Transportation Dispatcher outside the Arrival's Level of each terminal.

Accessible Water Transportation serves Boston and the South Shore. For details, call Harbor Express: **1-617-222-6999**

Car Rental Agencies provide hand controlled cars with 24-48 hours advance reservations.

Wheelchair Accessible Vans are available from New England Wheels Leasing: **1-888-477-9235**



Access -

**BOSTON
LOGAN
INTERNATIONAL
AIRPORT**



Massachusetts Port Authority

Office of Diversity

**One Harborside Drive
East Boston, MA 02128-2909
www.massport.com**

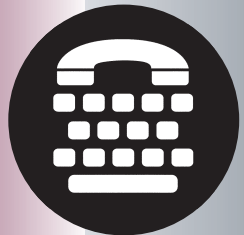
**1-617-568-5000 (V)
1-617-568-5057 (TTY)**

**Contact Massport's ADA Program Manager
with questions or comments about
accessible services.**

**1-617-568-3190 (V)
1-617-568-7411 (TTY)**

diversity@massport.com

D09-251



**Accessible
Services**

Planning Your Trip

When Making Reservations advise your travel agent, airline, hotel, and car rental agent of the specific accommodations you will need.

Before Traveling to Boston Logan get current parking, ground and water transportation, and traffic information at:

1-800-23-LOGAN
(1-800-235-6426)

1-800-262-3335 (TTY)

Public Service Representatives are available from 7am - 12 Midnight by pressing “0” during the message.

Log onto **www.massport.com** for this information and links to airlines and flight information.


Accessible Pick-Up & Drop-Off areas are available at all terminal entrances. For security purposes cars must be attended at all times. Travelers are urged to bring a 3rd person to accompany passengers to their airline ticket counter where airline assistance is available.


Plan Extra Time when relying on courtesy or shuttle services or airline assistance.

This brochure is available in **Alternative Formats** by contacting **Massport Office of Diversity** 617-568-3190, 617-568-3199 (fax) or email **diversity@massport.com**

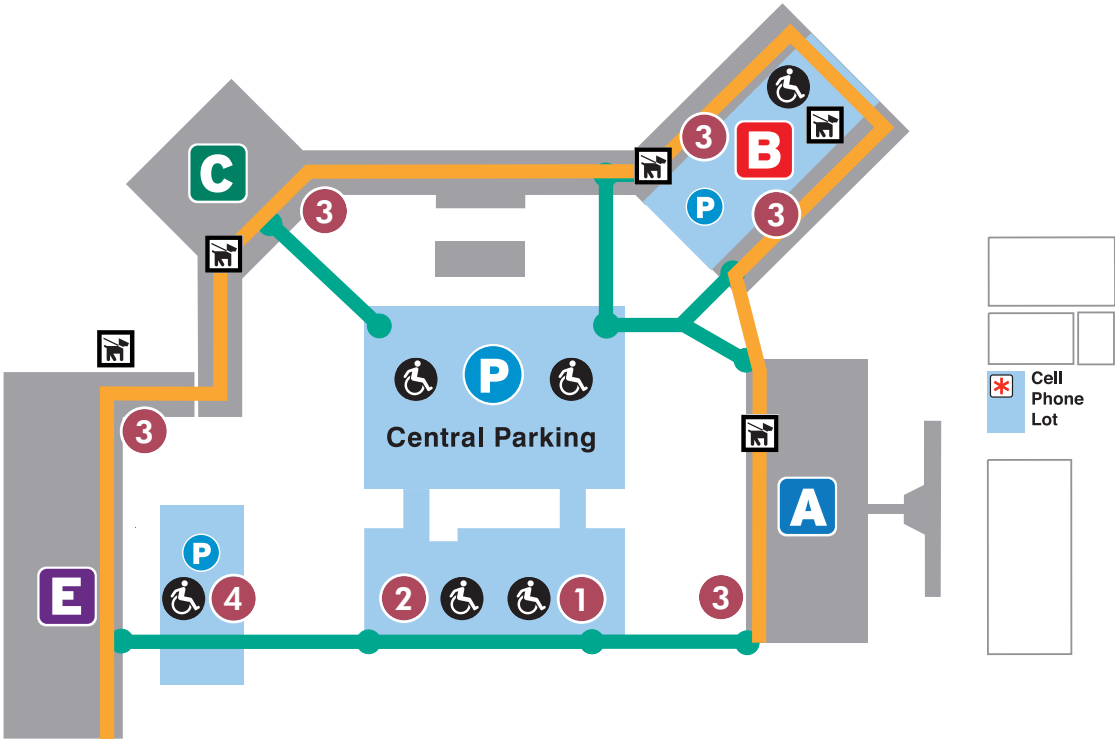
It is also available on the web at:
www.massport.com/logan/airpo_adase.html

Transportation Around Boston Logan











 **Massport Shuttle Buses** are wheelchair-lift equipped and serve all airport terminals at approximately 10 minute intervals. They also serve the MBTA Airport Station, Logan Water Shuttle dock, and Economy Parking. All buses are equipped with a visual and audio stop announcement system. Distances from curbside drop-off areas to airline ticket counters vary from 50 - 200 feet. Curbside Sky Cap services are available from most airlines.

 **Luggage Carts** are located in all terminals and near the pedestrian bridges in Central Parking. They are available for a nominal fee (cash or credit card).

Boston Logan International Airport Terminal and Parking Facilities



Key

-  Terminals
-  Parking Areas
-  Accessible Parking
-  1 Accessible Over-Height Van Parking Level 1
-  2 Parking Office, Level 2
-  3 Ground Transportation Assistance, Arrival Level
-  4 Short Term Drop-Off *
-  Petport: Animal Relief Areas
-  Accessible Pedestrian Bridges
-  Accessible Walkways

Terminal	Garage	Level	Height	Walkways to Terminals
All	Central	1	12’ - 0”	1,000’ - 3,000’ Lift-equipped shuttle bus available: (617-561-1673)
A	Central	4	8’ - 2”	1,000’ pedestrian bridge/moving walkway on Level 4
B	B	1-2 3-6	7’ - 8” 6’ - 6”	Short crosswalk No crosswalk - take elevator to Level 1 or Level 2
	Central	4	6’ - 10”	1,000’ pedestrian bridge/moving walkway
C	Central	4	6’-10”	300’ pedestrian bridge/moving walkway
E	Central	4	8’ - 2”	1000’ pedestrian bridge/moving walkway

Accessible parking. People with valid HP plates and HP placards can park in all garages, even when sign says “FULL”.

Register HP Placards with the Parking Office if you are taking it with you. (617-561-1673) 24 Hours.

On Call Courtesy Shuttle. An on-call courtesy shuttle is available 24 hours a day serving all terminals. Call (617-561-1673).

Assistance. Request assistance at any Emergency Call Box located throughout the garages or call (617-561-1673) 24 Hours.

Cell Phone Lot. Follow signs when approaching Boston Logan by car.

***Short Term Drop-Off Area.** HP Plates or HP Placards required. 15 minute maximum. See State Police.